

LINCS INSPIRE LIMITED
THE HUB, SLEAFORD
JOB DESCRIPTION

Job Title:	Administrative Support Assistant
Accountable To:	Head of Creative Arts
Grade:	PG2, £18,584 (40 hours FTE), pro-rata, £8.91 per hour 10 hours per week, fixed term contract for 3 months

1. Overall Purpose of the Role:

The purpose of the role is to assist the Business Support team by providing effective administrative support contributing to the smooth running and delivery of The Hub and its wider programmes and services.

2. Responsibilities:

- To carry out general administrative duties to include (but not limited to): photocopying, scanning, responding to hire & booking enquiries and in the absence of the business support team raise purchase orders.
- Under the guidance of the Business Support Team, organise and maintain electronic and paper filing & administrative systems.
- To support the wider team with general administrative tasks including (but not limited to); scheduling and taking notes at meetings, inputting visitor surveys, setting up rooms for scheduled events and activities, and inputting evaluation data.
- To support the visitor experience team including, delivering front of house duties, helping to cover staff lunches, and carrying out regular visitor surveys.
- As requested by senior managers, arrange safe and confidential disposal of documents in accordance with the company's data retention policy.
- To undertake such other duties as may be reasonably expected at this level.
- At all times to follow company policies and procedures.

3. Accountabilities:

3.1. Delivering Results

- Have a positive impact on the company's reputation through always demonstrating a professional, polite, and efficient service.

- Accurate and up to date administrative procedures, data input and filing are essential as it support's the Company's performance, reputation and compliance with data management regulations.
- The post holder's work programme is agreed with the Business Support Officers based on business needs and service priorities.
- Present a positive, helpful and professional attitude always.

3.2. Managing Resources

- The post holder is responsible for the safe use of standard office and ICT equipment.
- Data held within Company's filing system, emails and paper documents includes personal details and such information should be maintained in accordance with data protection laws and company policy and procedure.
- Responsible for proper use of and office equipment daily in accordance with operating protocols, security and health and safety regulations.

3.3. Complying with Statutory Regulations

- Ensure full compliance with data protection laws and the safe storage of information both ICT based and paper copies.
- Ensure compliance with health and safety procedures and policies.
- Fully understand and apply all relevant operational procedures and standards, including the safeguarding policy and procedure.

4. Contacts and Communications:

- Daily contact with the Business Support Officers and wider team regarding the work programme and any advice or support required.
- Ability to interact effectively with staff members and management on well-established matters providing readily available information or assistance regarding data processing, filing and other administrative matters.

5. Decision Making – Planning, Creativity and Innovation:

5.1. Planning

- Post holder is required to work within schedules and workload priorities as agreed with the Business Support Team. Within these parameters the post holder will arrange their working time to affect the most efficient delivery allowing for interruptions.

5.2. Creativity & Innovation

- The post holder will be required to work within a framework of recognised procedures.
- The process of maintaining accurate and well-structured filing system and organising data collection and disposition processes is governed by the Company's policies and procedures and compliance with data protection laws.

5.3. Decisions Making - Discretion

- The post holder will be required to use judgement when determining the most appropriate action, deciding the order in which duties are undertaken and when to involve senior staff. This should be undertaken within a framework of recognised procedures.
- The post holder will be required to use initiative to resolve routine problems. Advice and guidance are available from senior managers.

5.4. Decision Making - Consequences

- Well-organised administrative function supports the company's overall efficiency and reputation.
- The post holder's decisions will assist in providing an efficient and effective service to the organisation and its staff members. The effects of any decisions would be quickly known and readily amended if necessary.

6. Working Environment

6.1. Work Demands

- The post holder will have to ensure that all tasks are done in line with organisational deadlines, as part of a back-office function.
- Although this post may be subject to the interruption to the programme of tasks it will not significantly change the programme.
- It is not expected that the post holder will be managing conflicting priorities due to the nature of administrative tasks required.

6.2. Physical Demands

- Work may at times require some physical effort.
- The post will be predominantly based at a computer for approximately 60-70% of the time with the remainder of the time being spent actively supporting business operations.

6.3. Working Conditions

- The post holder will work in an office environment within a public venue.
- The post holder may at times be required to meet pre-determined deadlines.
- Conflicting requests for assistance may from time to time require the postholder to determine priorities. Advice and guidance is available.

6.4. Work Context

- Work potentially involves minimal risk to personal safety as although there will be daily contact with staff and occasional contact with customers, this would not normally be of a contentious nature.

7. Knowledge and Skills	Essential or Desirable	Assessment Method (application/ Interview)
Demonstrates a proven track record and experience in:		
• Dealing with confidential and sensitive information	E	I/A
• Providing administrative support to operational teams	E	I/A
• Accurate recording and safe maintenance of data	E	I/A
Demonstrates knowledge of:		
• Business support routines and processes	E	I/A
• Codes of practice and operating procedures relevant data processing, data protection and confidentiality, and Data Protection related legislation including GDPR	E	I/A
Evidence the following skills and abilities:		
• Effective oral and written communication skills	E	I/A

• Effective numeracy and literacy skills, with the ability to work to a high level of accuracy	E	I
• Ability to prioritise work, deal with a demanding and conflicting workload	E	I/A
• Ability to work as part of a team	E	A/I
• Ability to use own initiative	E	A/I
• Ability to present information/views/arguments clearly and logically	E	A/I
• Effective use of ICT, Microsoft Office packages and Outlook	E	I/A
Education and qualifications:		
• Minimum GCSE or equivalent in English and Maths	E	I/A
• Minimum of Level 2 National Qualifications and Credit Framework in a business support related subject	D	A
• Continuing personal and professional development	D	A
Working Arrangements		
• Required to work flexibly including some out of hours work to meet the needs of the business which operates 7 days per week, 52 weeks per year	E	A